

FINANCIAL SYSTEMS ANALYST

JOB DESCRIPTION

Department: Finance

Reports To: Deputy Director of Finance

Overview: Provides technical support and administrative oversight for the Enterprise Resource Planning (ERP) system and other financial-related applications, software and systems.

ESSENTIAL DUTIES

- Provides technical support for Payroll, Accounts Receivable/Payable, Real Estate, Personal Property, Utility Billing, Billing & Collections, and cash receipting functions of the City's ERP system.
- Provides support for the operation of financial-related systems, ensuring optimal reporting, performance, workflow and integration with other software products.
- Evaluates user needs to design and test business processes and coordinate impacts with other staff.
- Provides first level support directly to users across all financial functions; troubleshoots problems and coordinates technical support from third-parties, including the ERP system vendor.
- Maintains security and assigns system roles and permissions.
- Drafts and maintains documentation for system processes.
- Assists and coordinates major system processes, including but not limited to fiscal year end, processing and printing of property books, payroll reporting and roll-overs, and purging records.
- Imports and exports data files for Finance, Billing & Collections, Utilities, Payroll, and Commissioner of Revenue.
- Recommends, tests and documents enhancements.

- Maintains servers for all administrative functions.
- Designs and/or writes reports to meet user needs.
- Develops and supports a variety of databases.
- Installs and tests software application processes.
- Coordinates hardware and software issues and supports IT when needed.
- Keeps Finance and City leadership informed of software and hardware issues and opportunities.
- Installs all conversion passes, software updates, and database refreshes.
- Trains users on system and processes.
- Leads project discussions and organizes departments into groups when needed.
- Processes all invoices and maintenance billing with vendors and ERP projects.
- Leads or collaborates on special projects as assigned.
- Addresses public and professional inquiries.
- Other duties as required.

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| PAY GRADE: General – 16 |
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| FLSA DESIGNATION: Non-Exempt |
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CLASS SPECIFICATION

Education & Directly Applicable Experience

High School diploma and seven to ten years directly related experience or

Two years of college or Associate's Degree and two to less than five years directly related experience or

A Bachelor's Degree and less than two years directly related experience.

Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Familiarity with operations for an Enterprise Resource Planning (ERP) system, Unix and Windows servers desirable.

Supervisory Controls

The work is performed very independently; the supervisor makes assignments by defining objectives, priorities and deadlines, and assists the employee with unusual situations which do not have a precedent.

The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training or accepted practices in the job.

Supervision Given

This position does not supervise any other positions.

Guidelines

Position is responsible for the development of guidelines and operating procedures in accordance with existing laws, regulations, statutes, commonly accepted operational principles, users' manuals, or any other sources from which direction or assistance may be inferred. The employee uses judgment in locating and selecting the most appropriate sources, references and procedures for application and may make minor deviations to adapt the guidelines in specific cases or determine which of several established alternatives to use. Employee is expected to understand financial business processes and related concepts (e.g. internal control, transparency, and efficiency) and incorporate those into guidelines and operating procedures.

Complexity

The work typically includes varied duties requiring many different and unrelated processes and methods. Decisions involve the assessment of unusual circumstances, variations in approach, and incomplete or conflicting data.

The work requires many decisions concerning such things as the interpretation of large amounts of data, planning of the work, or refining the methods and techniques to be used.

Scope and Effect

The work product or service affects a wide range of organizational activities and/or the physical well being of a number of persons.

Personal Contacts

The majority of personal contacts are with individuals or groups from both inside and outside the organization in a moderately unstructured setting or involve attempts to enforce ordinances, regulations, or rules where conflict or diverse interpretations may result.

Purpose of Contacts

The purpose is to plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

Physical Demands

The work is generally performed in an office environment. Typically, the employee may sit to do the work. However, there may be some walking, standing, stooping, carrying of light items such as papers, books, or small parts, or driving an automobile. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts, which require normal safety precautions. Use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals are minimally required.